



CASE STUDY



Providing primary health care and protection for refugees

(e.g. Internet café in Vienna for former homeless people to help them reintegrating into society by providing...)

Main aim of the project, which was implemented in 2015, was to deliver urgent medical assistance to the large groups of refugees from the Middle East and Africa that are transiting Serbia on their way to the European Union, and are stopping for no more than 2-3 days in the Serbia-Hungary, Serbia-Croatia and Serbia-Bulgaria border area. According to IDC's first-hand experience from the field, and the conclusions of the daily communication with the Working Group for problems of immigrants and State's Secretary, from the humanitarian perspective there was a clear need for medical support, medicines and sanitary supplies. Support to children, underage youth (some of them unaccompanied) and women was one of the highest priorities.



A great job was done within the project supported by the group of Spanish donors (Farmaceuticos Mundi, Generalitat Valenciana, Xunta Galicia, Fons Catal, AEXID), Schueler Helfen Leben, Arbeiter Samariter Bund Hessen and Ministry of Foreign Affairs of the Federal Republic of Germany.





SHORT SUMMARY OF THE PROJECT

(e.g. Internet café in Vienna for former homeless people to help them reintegrating into society by providing...)

Main aim of the project, which was implemented in 2015, was to deliver urgent medical assistance to the large groups of refugees from the Middle East and Africa that are transiting Serbia on their way to the European Union, and are stopping for no more than 2-3 days in the Serbia-Hungary, Serbia-Croatia and Serbia-Bulgaria border area. According to IDC's first-hand experience from the field, and the conclusions of the daily communication with the Working Group for problems of immigrants and State's Secretary, from the humanitarian perspective there was a clear need for medical support, medicines and sanitary supplies. Support to children, underage youth (some of them unaccompanied) and women was one of the highest priorities.

A great job was done within the project supported by the group of Spanish donors (Farmaceuticos Mundi, Generalitat Valenciana, Xunta Galicia, Fons Catal, AEXID), Schueler Helfen Leben, Arbeiter Samariter Bund Hessen and Ministry of Foreign Affairs of the Federal Republic of Germany.

DESCRIPTION OF YOUR ORGANISATION

Initiative for Development and Cooperation (IDC) is a non-profit organization dedicated to social and economic inclusion of less privileged categories of citizens and protection of their human rights. We have been working with vulnerable social groups mainly living under the poverty threshold, and together with them we have been trying to fight for a higher degree of social inclusion.

IDC was officially registered in 2007. IDC inherited the experience and continued the initiatives and program guidelines of the international organiza-

tion from Spain Movimiento por la Paz (MPDL), in which the founders of IDC were active from 2002 to 2007.

All its activities, IDC performs through its office in Belgrade, Serbia. Currently, the organization consists of 10 employees, large network of cooperatives and volunteers. We are managing the projects in 10 different cities in Serbia and are highly experienced in project implementation in more than 40 cities in Serbia.

The employees in IDC own years of experience in working with vulnerable groups (refugees, internally displaced persons, returnees, Roma people, the long term unemployed, women and children from the vulnerable social groups etc.), prequalification programs, additional trainings, active job seeking, development of social entrepreneurship and social services in a community, programs for business start-ups, seminar organization, trainings. Also, our team is vastly experienced in project management, development and implementation of different projects, particularly when it comes to implementation of projects financed by European Union.

Main program focus of IDC

- Program of social development
- Program of economic development
- Program Equal rights for everyone
- Volunteer program

IDC is a member of number of organizations: **SAM.I** (Samaritan International Network), **EN-SIE**, associate member of the **SOLIDAR** network, member of **European Civic Forum**, as well as member of the two domestic networks: **Antipoverty Network and Coalition for Development of Social Entrepreneurship** of Serbia. Likewise, IDC is a member of the world association of non-go-





vernment organizations – **World Association of NGOs (WANGO)**. IDC administrates the Network of Social Economy of Serbia (**SENS**), which is currently the only network of social enterprises in Serbia. Besides, IDC is the initiator and founder of social enterprise 'eKoBaG'.



PROJECT

What are the local social realities?

In 2015, European countries were faced with serious refugee crisis, which has affected Serbia as well. During the last year, 550,770 refugees from Syria, Iraq, Afganistan and other countries have crossed the territory of Serbia on their way to the EU countries. On average, around 3000 people crossed into the territory of the Republic of Serbia daily in December 2015.

Having in mind that IDC's teams were daily present at all border crossings, their information to us were of a crucial importance for assessing the situation which was changing from day to day, hour to hour. In a direct contact with the refugees in the field, we realized that, along with the need of food, clothes, shoes and travel equipment, there was a constant need for providing primary medical care. The need was so urgent that IDC simply had to accept the challenge, following the main aim of its strategic program Equal rights for

everyone – protection of basic human rights.

What are the specific innovative elements in your project/service?

IDC formed medical teams consisting of 2 doctors and 21 medical technicians, which were equipped with all necessary medical equipment and medicines, which enabled them to provide quality basic medical care for the refugees crossing the territory of Serbia. In September and October 2015, supported by the team of emergency response sent by our partner organization – Danish People's Aid (DPA), mobile teams were present at the area of Subotica and Kanjiža (near the border with Hungary). Since November 2015, IDC's mobile teams independently provided medical assistance to the refugees every night, since midnight to 8 in the morning in the ambulance at the railway station in Šid, in the area of Berkasovo-Bapska (at the border with Croatia). On a daily basis, our team has treated from dozens to hundreds of men, women and children, suffering from the consequences of a long walk, leg pain and backaches, frostbites, respiratory infections, stomachaches, cough and other health issues.

Being **mobile**, IDC's medical teams were able to move from one shelter, hot spot, border crossing etc., to the other, following refugees on their route through Serbia, and providing assistance where and when needed. All medical services provided by IDC medical team to the refugees were **quality** and completely **free of charge**. IDC also received the **letter of support from the Ministry of Health of the Republic of Serbia** on November 4th 2015, for the provision of primary medical assistance and necessary humanitarian assistance to the forced migrants who are in transit or are





seeking asylum.

What are the key characteristics of the project/service?

Main project target group were refugees affected by the war in the Middle East passing through Serbian territory, who needed primary medical treatment. During the project, **3515 forced migrants** received medical assistance from our teams. Also, local medical centers in border municipalities benefited from the project, by being less overcrowded with refugees seeking basic medical care. Local communities benefited from this project by increasing knowledge and cultural awareness of the local population, thus decreasing xenophobia and tension in the community

By establishing mobile medical teams, IDC's aim was to **ensure respect of minimum of the basic human rights and dignity of the refugees**. According to the Universal Declaration of the Human Rights, the human right to health guarantees a system of health protection for all; everyone has the right to health care they need and to living conditions that enable us to be healthy, such as adequate food, housing, and a healthy environment; health care must be provided as a public good for all, financed publicly and equitably. By provision of primary health care to the refugees, treatment of injuries, and prevention of diseases, illnesses, and other physical impairments, basic human right of the refugees to health protection through this project was insured.

Can this project be transferred to a larger context (a bigger region, the whole country, EU-wide)? If so, what is necessary to transfer it (special structures, finances, common definition of standards...)? If not, why not?

Depending on the available funds and the willingness of the different political, social and other structures of the transit countries to implement described project activities, this model could be

completely transferrable to the entire Western Balkan region, but it can also be relevant for all other EU and non-EU transit countries. Basic health protection is a basic human right and it should be provided for all people, especially for the most vulnerable ones, like refugee men, women and children, running away from the war.

CONTACT

Initiative for Development and Cooperation (IDC)
Antifašističke borbe 27/8, 11070 Belgrade, Serbia
Tel: +381 11 3129992
E-mail: belgrade@idcserbia.org
www.idcserbia.org





solidar

Rue de Pascale 4-6
1040 Brussels
Belgium
T +32 2 500 10 20
F +32 2 500 10 30

Twitter: @SOLIDAR_EU
Facebook: SOLIDAR
www.solidar.org
solidar@solidar.org



SOLIDAR, together with our national members and partners, has developed 17 case studies in 2016, presenting innovative, effective, sustainable and tailor made models to promote social inclusion, the social economy and quality job creation by adapting a social investment approach. In their daily work, SOLIDAR members and partners anticipate new or unmet needs of socio-economically vulnerable people and empower them to actively participate in society and to access the labour market.

These case studies gather strong evidence of the social impact of the activities undertaken by our members and partners to help Member States making progress towards the achievement of the social and employment objectives of the Europe 2020 Strategy and the implementation of the Social Investment Package.

SOLIDAR is a European network of membership based Civil Society Organisations who gather several millions of citizens throughout Europe and worldwide. SOLIDAR voices the values of its member organisations to the EU and international institutions across the three main policy sectors; social affairs, lifelong learning and international cooperation.



This publication has been produced with the financial support of the European Union. The information contained in this publication does not necessarily reflect the position or opinion of the European Commission.